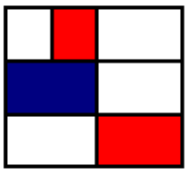


Monitoring Automation Systems

VRT II

User Manual

For Versions 3.5 and greater

Monitoring Automation Systems
101 Academy
Suite 100
Irvine, CA 92612
(714) 737-7800

VRT II Users Manual
Versions 3.5 and greater, July, 1998

Copyright: *Monitoring Automation Systems, 1998*

NOTICE

Monitoring Automation Systems (MAS) has produced this document for the use of its personnel and customers. The information contained herein is the property of MAS and the contents shall not be reproduced, in whole or in part, without the written consent of MAS. In no event shall MAS be liable for any incidental, indirect, special, or consequential damages whatsoever arising out of or related to this document or the information contained herein, even if MAS has been advised, knew of, or should have known of the possibility of such damages.

Contents

Setting up the VRT II - System Managers

What's in This Section for You 1
Overview 1
What You Will Need 1
Setting up the VRT II Hardware 2
Installing the VRT II Software 3
Changing System Options 6
Preparing Your CS System for VRT II 11
Setting up Each VRT II for Communication 12
Using the Pre-test Feature 14
Using the Out of Service Feature 14
The On Test Feature 15
Preparing VRT II Event Codes 16
Determining if Users Can Clear Unrestored Zones Using VRT II 17
Setting up VRT Passcard Levels 17
Setting up an Audit Trail for VRT Actions 18
Setting up Accounts for VRT II Users 19
Assigning Passcards for VRT II Users 20

Using the VRT II - Technicians and Installers

What's in This Section for You 23
Accessing the CS System Using the VRT II 24
  Entering Alphabetic Characters 24
  Entering Special Characters 25
  When An Account May or May Not Be Accessed 25
  Entering Account Numbers for Site Accounts and Subaccounts 25
  Shortcuts 25
MAIN MENU Functions 26
ACCOUNT MENU Functions 27
  ON TEST MENU Functions 29
    How to Place an Account on Test 29
    How to Extend a Test 30
  TEST RESULTS MENU Functions 31
  Clearing a Test 32
  ZONE MENU Functions 33
  Listening to Event History 34
  Changing Another Account 35
TICKET MENU Functions 36
  Changing Your Status on a Ticket 38
  Logging a Resolution to a Ticket 39
  Changing Another Ticket 40
Voice Mail 41
  Listening to Voice Mail Messages 41
  Leaving Voice Mail Messages 42

Using the VRT II - Subscribers

Accessing the VRT II 45
Aborting an Alarm 46
Placing Your Account on Test 46
Clearing Your Account From Test 47

Managing the VRT II System

Monitoring Communication between the VRT and the Host 49
Monitoring Communication between the VRT and Dialogic Voice Card 49
Writing the Operations Log Window to a File 49
Resetting a Telephone Line 50
Shutting Down the VRT II PC 50
  Purging and Repairing Message Files 51
Troubleshooting Communications 52
Modifying the CONFIG.VSP File 52
  Changing Between COM1 and COM2 53
  Changing the "Wait Time" for Host Responses 53
  Modifying Call Transfer Parameters 53
  Saving Modifications to the CONFIG.VSP File 53

Appendix A - System Setup & Testing Guide A-1

Appendix B - Making Cables for the VRT II B-1

Appendix C - Re-recording Voice Prompts C-1

Appendix D - VRT Types D-1

Setting up the VRT II - System Managers

What's in This Section for You

In this section you'll learn to:

- Set up CS accounts for VRT II users.
- Set up passcards for VRT II users.
- Add new VRT II event codes.

Overview

The Voice Response Terminal (VRT) II is a complete hardware and software communications system that provides a way for service technicians, alarm dealers, and customers to access the Central Station and Service computer system from a remote location using a touch-tone telephone. This allows a service technician, alarm dealers, or a subscriber to control and update the status of an account, such as placing the account on and off test, without the intervention of a CS operator.

What You Will Need

To install each VRT II you will need:

- VRT II personal computer, monitor, and keyboard.
- Dialogic voice card. (This may already have been installed for you by MAS.)
- Analog telephone cable.
- Data cable. (If you wish to make your own cable, refer to Appendix B.)
- One computer port on the host Central Station computer system. Make a note of the port number you use for future reference.
- Two standard electrical outlets. We recommend using an uninterruptible power supply (UPS) outlet if available. The outlets should be positioned close to the intended location of the VRT II.
- A small screwdriver.
- VRT II Program and Voice Diskette(s).

Setting up the VRT II Hardware

Follow the steps listed below to install your VRT II hardware.

1. Install the Dialogic voice card(s) if MAS has not already done so. For instructions on how to install the Dialogic voice card, refer to Appendix A.

2. Set up the PC and monitor. Plug the monitor into the PC.

3. Plug the keyboard into the PC.

4. Plug analog telephone lines into the RJ-11 telephone jacks in the 12-line adapter box or into the adapter cable plugged into the end of the 4-line Dialogic voice card(s). (The adapter cable converts an RJ-14 telephone jack into two RJ-11 telephone jacks.)

5. Connect the free end of the telephone cable to the telephone jack outlet.

6. Connect the data cable to the serial port on the back of the PC. Note whether the cable is plugged into COM1 or COM2.

7. Connect the free end of the cable to the appropriate port on your main computer.

8. Plug the power cord on the PC and monitor into standard electrical outlets.

9. Turn on the PC and the monitor.

10. Install the VRT II software as described in the remainder of this section.

Installing the VRT II Software

Follow the steps listed below to install your VRT II software if the software has not already been installed by MAS.

1. Insert the VRT II Program Diskette into the PC's floppy drive. In the example that follows, the floppy drive designation "A:" is used. *If you are not using floppy drive A: substitute the appropriate drive letter.*

2. At the DOS prompt type: A:INSTALL and press Enter.

3. After a few seconds, a window will display a page of text. This is the "READ.ME" file.

   You may use the arrow keys, Page Up, and Page Down to scroll through the file. If a printer is connected to the PC's parallel port 1, you may print the READ.ME file by holding the Ctrl key and pressing P.

4. When you are ready to continue the installation, press Esc. The READ.ME window disappears and the *Main Installation* window is displayed.

   On the *Main Installation* window, the first field is used to indicate which drive the software will be installed on. The default is C:. If you wish to install the software on drive C:, just press Enter. Otherwise, press the letter of the desired drive.

   The second field asks if you want to install the entire VRT system. Press Enter to indicate YES.

   The remaining options can be used to selectively install specific portions of the VRT system but should only be used at the direction of MAS.

5. When you are ready to begin installation press Enter. A window will display file names as they are extracted to the hard disk.

6. Once all of the files have been transferred, the *Hardware Setup* window will be displayed.

   On the *Hardware Setup* window, the first field is used to indicate how many phone lines can be plugged into your VRT. Enter either 4, 8, or 12. Contact MAS if you're not sure how many phone lines your VRT system supports.

   In the second field, indicate which serial port the host cable is connected to: press 1 if it is connected to COM1, or 2 for COM2.

   In the third field, press I if your PC is a true IBM computer. Press C if it is a compatible IBM-clone. The VRT uses expanded memory to communicate with the Dialogic voice card, and because subtle differences exist in the way memory is used on IBMs vs. clones, the VRT must know which you have. The VRT will likely lock up if this field is incorrect.

7. After you enter the above options, another window will display the following options:

   If you are installing the VRT software for the first time or if you have new voice diskettes, insert Voice Diskette #1 in drive A: and press Enter.

   If you have installed the VRT software before and you only have a new Program Diskette, press Escape to exit installation now.

   Insert Voice Diskette #1 and press Enter, or press Esc to exit. If you press Enter, the voice files will be extracted from the diskettes onto the hard drive.

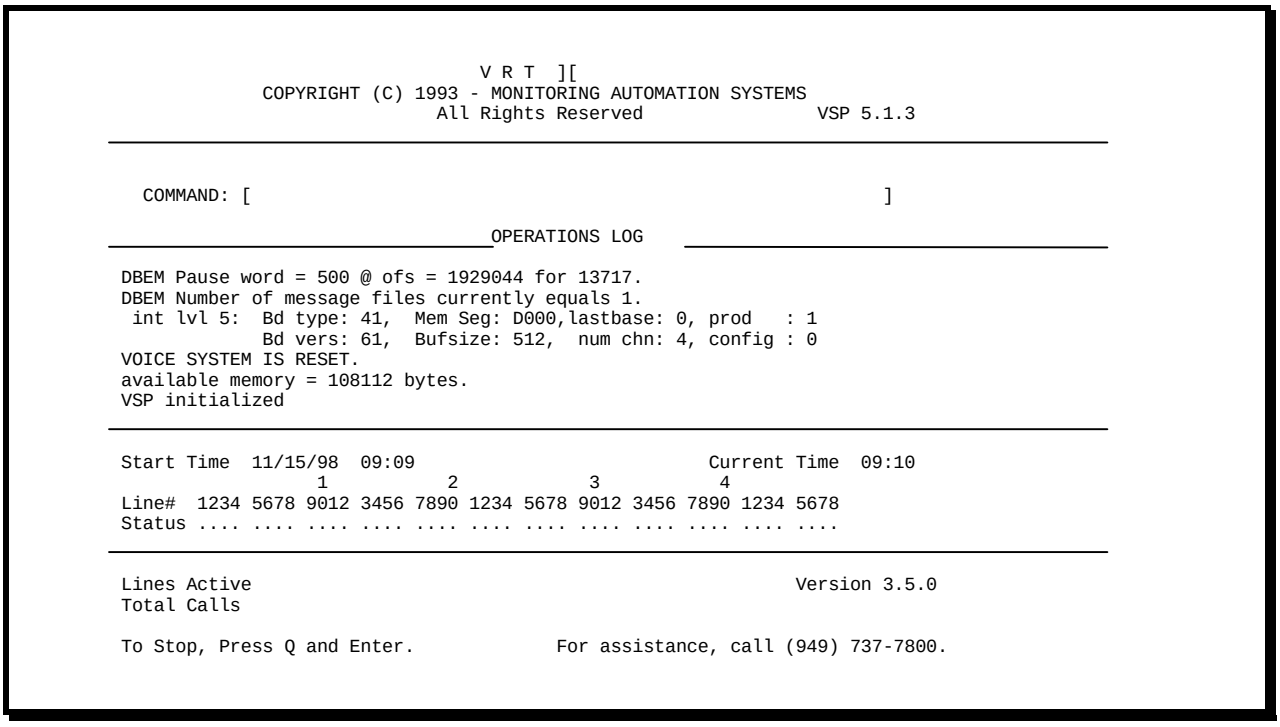
8. Finally, a last window will inform you that your computer needs to be rebooted. Press Enter and it will be rebooted automatically.

9. When the VRT boots up, you will be asked if you want to start the VRT system. Press Y to start the VRT or N to exit to DOS.

10. When you press Y to start up the VRT, first the Dialogic voice card is initialized. The message *System Download ...* is displayed as this is performed.

    When the download is complete the VRT screen will be displayed and many messages will scroll through the Operations Log portion of the screen:

Figure 1-1


V R T][
COPYRIGHT (C) 1993 - MONITORING AUTOMATION SYSTEMS
All Rights Reserved
VSP 5.1.3
COMMAND: [ ]
OPERATIONS LOG
DBEM Pause word = 500 @ ofs = 1929044 for 13717.
DBEM Number of message files currently equals 1.
int lvl 5: Bd type: 41, Mem Seg: D000,lastbase: 0, prod : 1
Bd vers: 61, Bufsize: 512, num chn: 4, config : 0
VOICE SYSTEM IS RESET.
available memory = 108112 bytes.
VSP initialized
Start Time 11/15/98 09:09
Current Time 09:10
1 2 3 4
Line# 1234 5678 9012 3456 7890 1234 5678 9012 3456 7890 1234 5678
Status ....
Lines Active
Version 3.5.0
Total Calls
To Stop, Press Q and Enter.
For assistance, call (949) 737-7800.

11. When the message *VSP INITIALIZED* is displayed in the Operations Log portion of the screen, the VRT II is ready to receive calls.

Changing System Options

Review the system options listed below to determine how you want your VRT II to function for each of the scenarios described.

You may access these options as follows:

1. At the Operations Log screen of the VRT II, type Q and press Enter.

2. A DOS prompt will be displayed.

3. At the DOS prompt type SETUPVRT and press Enter.

4. A screen will be displayed with the first page of parameters.

    - You may use the arrow keys to move from field to field, and press Page Up or Page Down to view other pages.

    - To change a parameter, highlight the appropriate field and enter the new choice. Possible choices are displayed at the end of each prompt within square brackets. To save your changes and exit the program, press the F10 function key.

    - To exit without saving, press Esc.

MAXIMUM MESSAGE LENGTH (SECONDS)

Enter the maximum length for a voice message, in seconds, from 1 to 999.

MAXIMUM SILENCE UNTIL RECORDING CUTOFF (SECONDS)

Enter the number of seconds of silence the VRT will wait before terminating voice message recording. You can also press pound (#) to terminate recording.

ACCOUNT CONFIRMATION (CS#, ALT ID, OR NONE)

Enter **C** if you want the VRT to confirm the account by responding with the CS#. Enter **A** if you want the VRT to confirm the account by responding with the Alt ID entered for the account. Enter **N** if you do not want the VRT to confirm the account number you have specified.

DOES HOST REQUIRE CERTAIN ZONES BE TRIPPED?

Enter **YES** if certain account zones *must* be tripped to allow a test to be cleared. This feature is only supported if your Central Station is running CS version 5.50 or greater. Enter **NO** to disable this feature.

RESERVED FOR INTERNAL PROGRAM USE

This field must be **0** (zero).

PHONE VALIDATION

Enter **SPEAK** if you want the VRT to speak the phone number of each account you enter. Enter the word **ENTER** if you want the VRT to prompt you to enter the phone number as an additional form of account validation (you can enter either the last seven digits or the full ten digit phone number, but you will only be allowed to access the account if the phone number you enter is correct). Enter NONE to indicate neither of these options.

LAST MESSAGE NUMBER (MAINTAINED BY PROGRAM)

This number is used to track voice messages stored on the hard disk. Do not change it unless directed to do so by MAS.

CLEAR TEST WITH UNRESTORED ZONES?

Enter **YES** to allow callers to clear tests even though an account may have one or more zones unrestored. In this case, the VRT will prompt the caller to enter the number of minutes within which all zones are expected to be restored. It then instructs the Host to create an expected event for the restores and clear the test. Enter **NO** to disallow clearing tests with unrestored zones.

ALLOW LIST OF ZONES ON-TEST?

Enter **YES** to allow callers to place a list of zones on test. Enter **NO** to restrict callers to placing all zones on test.

TICKET MENU ENABLED?

Enter **YES** if your Central Station uses the MAS Service software and you want to allow callers to perform service-related functions using the VRT. Enter **NO** to disable the service functions.

INSTALLATION CATEGORY (0=DISABLED)

Enter **0** (zero) to indicate that the VRT should always prompt the caller for a test category when placing an account on test. Enter a category, from 1 to 20, to indicate that if the account's start date is zero *or* is today, then do not prompt the caller for the test category but use the category entered here. If the start date is not zero and is not today the caller will still be prompted to enter a category.

ACCESS FAILURES BEFORE DISCONNECTION

Enter the number of times the VRT will allow the caller to enter an invalid user number or password before hanging up, from 1 to 9.

PRE-TEST CATEGORY (0=DISABLED)

Enter a category, from 1 to 20, to be used when placing an account in pre-test mode. This mode is typically used to verify that an account's panel has been programmed with the correct account number. When in pre-test mode, a single zone is on-test, usually a customer test signal. After placing an account in pre-test mode, a technician sends the customer test signal then calls the VRT to ensure its receipt. This avoids the problem of a normal alarm signal being sent to the wrong account and consequently being dispatched on. This feature is only available if the Central Station Host is using CS 5.50 or later. Enter **0** (zero) to disable this feature.

CLEAR TEST AUTHORIZATION

Enter TIME to have the VRT speak the current time when clearing account tests. Enter **RANDOM** to have a four-digit, random authorization number spoken. Enter **BOTH** to hear the time and authorization number. Enter **NONE** for neither.

ASK EXTEND TEST HOURS?

Enter **YES** to have the VRT prompt callers for the number of hours when extending account tests. Enter **NO** to have the VRT use the default number of hours for the current test category.

Note

When a test is extended, it is changed to expire *x* hours from now, as opposed to expiring x hours from when it was to expire, where *x* is either the number of hours entered or the default for the test category.

STANDARD TRANSFER DIAL STRING (0 FROM ANY MENU)

Enter the number or extension to be dialed when a user presses 0 (zero) from any menu. This is typically 0 (to transfer to the operator), but may be any string of digits and characters.

DIGITS FOR SPECIAL USERS (0=DISABLED)

Enter **0** (zero) if you are running standard VRT software without any custom scenarios. If you are running a custom scenario, enter the number of digits for user numbers that are to be diverted to your custom scenario, from 1 to 10.

SPECIAL USER MAXIMUM ENTRY TIME (SECONDS)

Enter **0** (zero) if you are not running a custom scenario, or enter the number of seconds to be used in your custom scenario for its specific purpose, from 1 to 999.

NUMBER OF EVENTS PER HISTORY BLOCK

This allows you to listen to account history regardless of the account's test status. This value determines how many events are read from the host at one time, and must be between 3 and 20.

CONTINUALLY UPDATE ACCOUNT DURING CALL?

Enter **YES** if you want the VRT to re-read account status and zone information during a single call. Enter **NO** if you want the VRT to read the account information just once per call. If you're not sure, enter **YES**; this makes the VRT a more "real-time" system.

SPEAK VOICE MAIL DATE/TIME

Enter **YES** if you want the date and time that each voice mail message was recorded to be spoken when listening to voice mail. Enter **NO** to disable the date/time speech.

CUSTOMER TEST CATEGORY (0=DISABLED)

If you are running VRT II version 3.1.0 or later, you can enable the "Customer" or subscriber scenario by entering an appropriate test category for subscriber tests here. Enter **0** to disable the customer scenario. See "Subscriber Scenario" for more information about the subscriber scenario.

MILITARY TEST EXPIRE TIME FOR CUSTOMERS?

Enter **Y** to indicate that you want the VRT to speak the expire time for tests in the Military Time Format. For example, if the test expired at 3:30 p.m., then the VRT would respond by saying 15:30. Enter **N** to indicate that you want the VRT to speak the expire time for tests in the Standard Time Format. For example, if the test expired at 3:30 p.m., then the VRT would respond by saying 3:30 p.m.

CUSTOMER TRANSFER DIAL STRING

If a subscriber has access to the VRT, you might use this field if you want subscribers to go to a different extension than everyone else who accesses the VRT. This entry is typically 0 (to transfer to the operator), but you may enter any string of digits and characters. If no entry is made in this field, then the entry made in the STANDARD TRANSFER DIAL STRING field will be used when the user presses 0.

ALLOW ACCESS TO ACCOUNTS OUT-OF-SERVICE?

Enter **Y** if you want users to be able to access accounts that are currently out of service. Enter **N** if you do not want accounts that are currently out of service to be accessed.

ABORT TRANSFER DIAL STRING

This option is a custom option and not part of the standard VRT product.

Preparing Your CS System for VRT II

The following screens of your CS System are affected by VRT II:

- Screen 42 *Account Update*
- Screen 46 *Passcard Update*
- Screen 51 *Event Code Update*
- Screen 58 *Passcard Level Update*
- Screen 67 *VRT Action Event Code Entry/View*
- Screen 101 *Processing Options*
- Screen 107 *Out of Service Category Maintenance*
- Screen 110 *On Test Maintenance*
- Screen 901 *Receiver/Redundancy Options*
- Screen 954 *Receiver Definition Update*
- Screen 956 *CS Generation and Restore (Install Changes)*
- Screen 958 *CS Master Receiver Type Definition*

The following sections describe how each of these screens are used with the VRT II system.

The screens listed below were used by the original VRT system but are not required for the VRT II:

- Screen 65 *Alpha/Numeric Conversion*
- Screen 66 *VRT Speech Download*
- Screen 69 *VRT Account Number Creation*

Setting up Each VRT II for Communication

Each VRT II must be set up on the screens listed below.

- Screen 958 *CS Master Receiver Type Definition*
- Screen 954 *Receiver Definition Update*
- Screen 956 *CS Generation and Restore (Install Changes*)

Screen 958 CS Master Receiver Type Definition

In order to work properly, your VRT II must be set up on Screen 958. The following tables list the critical fields on Screen 958 that must contain an entry in order for your VRT II to function properly, and the appropriate setting for that field. Use the appropriate setting based on the type of computer system you use.

Data General AOS/VS-based System	
Field Name	Entry
RECEIVER TYPE / DESCR	VRT II VRTII
INPUT/PROCESSING PROGRAMS	CS0VRTIIB
BAUD CHAR PARITY STOP	9600 8 N 1.0
CONSOLE CHAR CMD LINE	CHAR/ON/ULC/8BT/CPL=134/OFF/EB0/EB1/WRP
NO SIGNAL WARNING TIME	0
TIMEOUT VALUE STATUS UPDATE	20
EXPANDED FORMAT AVAILABLE?	N

The remaining fields on Screen 958 do not have to be completed in order for the VRT II to function correctly.

IBM RS/6000 / Data General AViiON / SUN Systems	
Field Name	Entry
RECEIVER TYPE / DESCR	VRT II VRTII
INPUT/PROCESSING PROGRAMS	CS0VRTII
BAUD CHAR PARITY STOP	9600 8 N 1.0
CONSOLE CHAR CMD LINE	
NO SIGNAL WARNING TIME	0
TIMEOUT VALUE STATUS UPDATE	20
EXPANDED FORMAT AVAILABLE?	N

The remaining fields on Screen 958 do not have to be completed in order for the VRT II to function correctly.

Screen 954 Receiver Definition Update

For *Data General AOS/VS-based systems*, set up Screen 954 as shown below. The RECEIVER NUMBER and CONSOLE PORT NUMBER should be the port number to which the VRT II is connected. In the example shown below, the VRT II would be connected to port 12 on the host system.

Data General AOS/VS-based Systems	
Field Name	Entry
RECEIVER NUMBER	12
RECEIVER TYPE / DESCR	VRT II VRT II
BAUD CHAR PARITY STOP	9600 8 N 1.0
CONSOLE CHAR CMD LINE	CHAR / ON / ULC / 8BT / CPL=134 / OFF / EB0 / EB1 / WRP
NO SIGNAL WARNING TIME	0
CONSOLE PORT NUMBER UPDATE	12

For *IBM RS/6000 systems* and *Sun systems*, you must disable the VRT II's assigned port before you may continue. For *Data General AViiON systems*, you must delete the VRT II's assigned port before you may continue. Please call MAS support staff if you need assistance. Then, set up Screen 954 as shown below. The PRT Field should be the tty number to which the VRT II is connected. In the example below, the VRT II is connected to tty12.

```
R#  RTYPE  TP  OT  IT PRT    BAUD  DB   SBIT  PAR  CTS   RNG#   NSWT   XF   XFD  EN  FILE

    VRTII  N   0   0  12     9600   8    1.0   N    0      0      0    N    0    Y
```

Screen 956 CS Generation and Restore (Install Changes)

After you've set up each VRT II on Screen 954, *Receiver Definition Update*, you're ready to use Screen 956 to complete the process of adding your VRT II to your CS system.

At the command line of Screen 956, type **GENERATE** or **GO**, whichever applies.

Caution

If you are prompted to initialize (init) the ring files, enter **N**.

Using the Pre-test Feature

The Pre-test Feature allows you to place a zone on test and test the zone before placing an account on test. The Pre-test Feature allows you to specify the maximum length of time allowed between the pre-test signal and the time the account is placed on test.

To activate the pre-test feature, specify the maximum length of time allowed between the pre-test signal and the time the account is placed on test in the VRT PRE-TEST WINDOW on Screen 901, *Receiver/ Redundancy Options.* The maximum number of minutes allowed between pre-test and on-test is 99 minutes.

Using the Out of Service Feature

The Out of Service Feature allows you to temporarily suspend monitoring service for a selected account--that is, all incoming signals for the account are ignored. When you wish to resume monitoring for the subscriber's account, the account may be placed back into service.

If you use the Out of Service feature and want to use the VRT II to place accounts out of service, you must set up the following out-of-service categories on Screen 107, *Out of Service Category Maintenance.*

Out of Service Categories	
Category Code	**Description**
1	New Installation
2	Disconnection
3	Service or Repair
4	Inspection
5	Non-Payment
6	Awaiting Next Purge

(Refer to "Setting up Your CS System" for additional information about setting up out of service categories.)

The On Test Feature

The On-test feature allows you to temporarily suspend alarm monitoring for a selected account; however, the signals generated for the account will be logged to the account's history. When you wish to resume monitoring for the subscriber's account, you may take the account off test.

If you use the On Test feature and want to use the VRT II to place accounts on test, you must set up the following test categories on Screen 110, *On Test Category Maintenance*.

On Test Categories	
Category Code	**Description**
1	Subscriber Testing
2	Technician Testing
3	Installation
4	Service or Repair
5	Inspection
6	Customer Testing
7	Miscellaneous Testing
20	VRT Testing

(Refer to "Setting up Your CS System" for additional information about setting up on test categories.)

Preparing VRT II Event Codes

Before you begin using the VRT II, you must follow the steps outline below to prepare event codes to be used by the VRT II:

- Verify and/or add three event codes to your CS system.
- Assign VRT types to event codes. The VRT type determines the description that will be heard by a VRT II user when a zone that has been assigned the event code is tripped.
- Indicate whether testing is required or not allowed for event codes. (This step is optional.)

Additional Event Codes

Add the following event codes to Screen 51, *Event Code Update*:

22	Clear test by VRT
26	On test by VRT
3980	Test Reset
3981	VRT Clear Restoral Required

(Refer to "Setting up Your CS System" for additional information about setting up event codes.)

Contact MAS if these event codes are already being used by your CS system for another purpose.

Description Read to VRT II Users

The VRT TYPE Field determines the description that will be heard by a VRT II user when a zone that has been assigned the event code is tripped.

The standard VRT types that may be assigned to an event code are listed in Appendix E.

Testing Required or Not Allowed for Zone

You may designate zones (event codes) that must be tripped whenever an account is placed on test. If the zone is not tripped while the account is on test, the account cannot be cleared from test.

You may also designate zones (event codes) that may not be tripped whenever an account is placed on test. If the zone is tripped while the account is on test, the account cannot be cleared from test.

This feature must be activated for you by MAS.

If you wish to require that a zone be tested whenever an account is placed on test, enter an **R** in the VRT CLRTEST Field on Screen 51, *Event Code Update*. If you wish to require that a zone not be tested whenever an account is placed on test, enter an **N** in the VRT CLRTEST Field on Screen 51, *Event Code Update*.

Determining if Users Can Clear Unrestored Zones Using VRT II

Zones that require a restoral may be cleared using the VRT II. If you wish to use this feature:

- Enter an event code in the VRT CLEAR REST. RES field on Screen 101, *Processing Options.* You may also enter **0**, and event code 3981 (VRT Clear Unrestored Zones) will be used.

- On Screen 51, *Event Code Update*, set up event code 3981, VRT Clear Unrestored Zones (if it does not already exist). If you specified another event code in the VRT CLEAR REST. RES field on Screen 101, then you will need to set up that event code on Screen 51.

To disallow this feature and prevent users from clearing unrestored zones using the VRT II, enter **-1** in the VRT CLEAR REST. RES field on Screen 101.

Setting up VRT Passcard Levels

In order for a subscriber or a technician to be able to access VRT, he/she must be assigned a valid passcard level. In Screen 58, *Passcard Level Update*, you can define the passcard levels that will determine who can access the VRT.

The VRT field is used to determine which passcard levels can be used for VRT passcards. You may enter one of the following values in this field:

A	Customer Alarm Abort Only	The user may access the VRT II to abort alarm signals; however, the user may not access the VRT II to place an account on test or clear an account from test.
B	Both Abort and VRT Access	The user may access the VRT II to place an account on test, clear an account from test, or abort alarm signals.
Y	VRT Access Except Abort	The user may access the VRT II to place an account on test or clear an account from test; however, the user may not access the VRT II to abort alarm signals.
N	No VRT Access	The user may not access an account using the VRT II system.

Note

Options A and B are custom features and not part of the standard VRT product.

Setting up an Audit Trail for VRT Actions

You may track the actions entered by each service technician using the VRT II. This feature is optional and is not required for the VRT II to function properly.

To track the action entered by service technicians, you must perform the following steps:

1. Set up event codes that correspond to the VRT actions listed below. If you do not wish to track one of the actions listed, do not set up an event code for that action.

    - Valid User Logins
    - Invalid User Logins
    - Valid Account Logins
    - Invalid Account Logins
    - Reset Trip Counters
    - Clear Restoral Needed
    - Place Account On Test
    - Clear Test
    - Report Account Test History
    - Report History
    - Validate Service Ticket #
    - Update User Status
    - Log Resolution to Ticket
    - Cancel Ticket
    - Close Ticket

2. On Screen 67, *VRT Action Event Code Entry/View*, link the appropriate event code with each VRT action. If you do not want to track a particular action, leave the EVENT CODE field blank for that action.

3. After setting up or changing event codes on Screen 67, you must restart the VRT II to enable the new/changed event codes. (The VRT II is stopped and restarted the same as you would a receiver, using Screen 952, *Enable/ Disable Receivers* and Screen 932, *Startlog-Start Receiver Programs*.)

4. When a service technician enters a VRT action that is linked with an event code, the event code is logged to event history for the installer account to which the service technician is assigned.

Setting up Accounts for VRT II Users

On Screen 42, *Account Update*, set up a CS account for each installer or service technician that will access your CS system using the VRT II. Refer to "Setting up a Subscriber Account" in your CS Instruction manual for more information about Screen 42.

In setting up a VRT II user's account, pay special attention to these fields on Screen 42:

- CS# (P). Only primary CS account numbers are used by the VRT II. Account numbers entered in the CS (S) Field are not used by VRT II.

  For simplicity, an installer's CS account number should be the same as his installer code number (from Screen 54, *Installer File Update*).

- UDF1. A service employee's CS account number should be the same as his employee code (from Screen 566, *Service Employee Update*). ***If the service employee's CS account is not the same as his employee code, enter his employee code in the UDF1 Field on Screen 42.***

- STYPE. Enter **TKEY** in the STYPE Field to allow the subscriber to access his account on your CS system using the VRT II.

- INSTALLER. The installer code entered for the account limits VRT II user's access to that installer's accounts only. If the VRT II user needs to access more than one installer's accounts, you may use the "wildcard" installer code for TELCO LN#. This allows you to use an asterisk as a wildcard value in TELCO LN#. For example, if the VRT II user needs to access installers 100 through 199, enter **0000001**** in TELCO LN#. (Make sure you enter 9 characters in this field.)

- ALT ID. One of the following data entry options must be activated for you by MAS:

  Method 1. The CS account number will be automatically converted to a numeric code that uniquely identifies the subscriber's account. The numeric code is displayed as the ALT ID. If the CS account number cannot be converted to a unique ALT ID the message *DUP KEY!* will be displayed.

  Method 2. In ALT ID, you may enter an alphanumeric code that uniquely identifies the subscriber's account. If the ALT ID code you enter has already been assigned to another account, the message *DUP KEY!* will be displayed.

  Method 3. In ALT ID, you may enter an alphanumeric code that is not unique to the subscriber's account.

Warning

Because the ALT ID is used by the VRT II to identify a subscriber's account, the VRT II cannot access accounts that have been assigned the same ALT ID.

Assigning Passcards for VRT II Users

In addition to the special CS account, each VRT II user must be assigned a passcard. Passcards are assigned to VRT II users on Screen 46, *Passcard Update.*

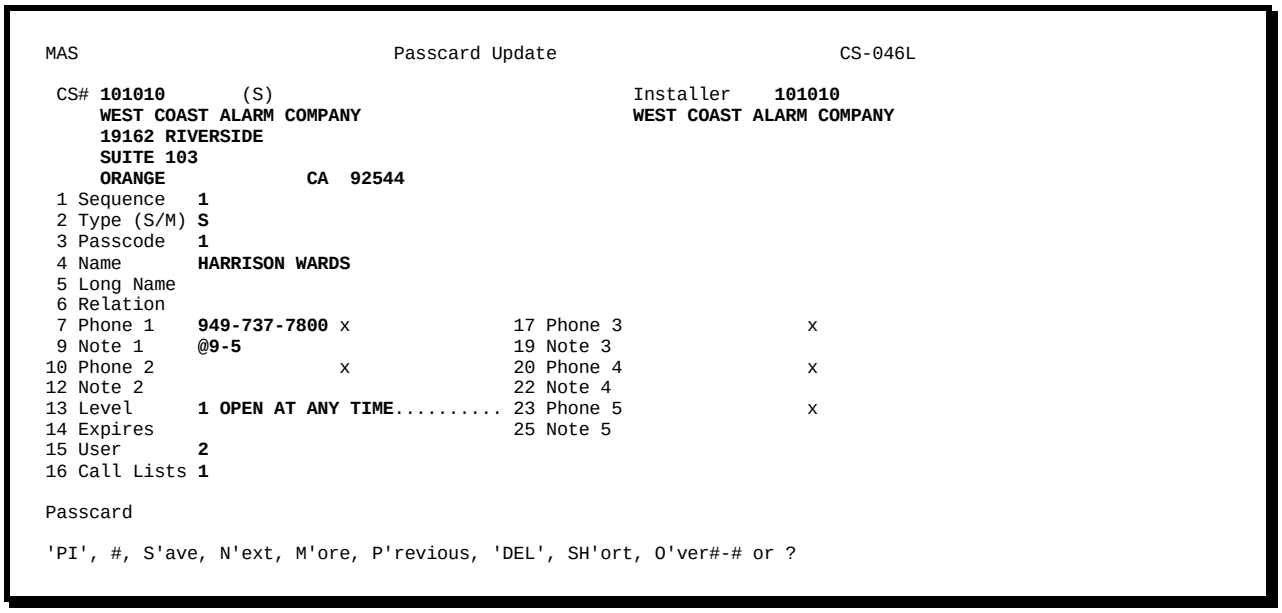


Figure 1-2

In CS#, enter the VRT II user's account number. After the account number is entered, the user's name, address, and installer information is immediately displayed.

Enter a number in the SEQUENCE Field.

In the TYPE Field, you may enter either **S** or **M**, to designate the passcard as a "site" passcard or "master" passcard, respectively. "Site" passcards are most commonly used.

In the PASSCODE Field, enter the passcard holder's identification code. The code may be alphanumeric (e.g. 4235, SILVER, or AB98); however we recommend that the passcard identification code be entirely numeric as the user will enter the code using a telephone keypad.

In the NAME Field, enter the VRT II user's name. The first 10 characters will be used to identify this user when history is logged to a CS account; therefore, you should enter the user's name so that the first 10 characters uniquely identify him.

The LEVEL Field is used to determine the type of access the technician or installer has to the VRT II. A passcard level may be assigned one of four levels of VRT access. They are:

Customer Alarm Abort Only	The user may access the VRT II to abort alarm signals; however, the user may not access the VRT II to place an account on test or clear an account from test. ***This option is a custom feature and not part of the VRT standard product.***
Both Abort and VRT Access	The user may access the VRT II to place an account on test, clear an account from test, or abort alarm signals. ***This option is a custom feature and not part of the VRT standard product.***
VRT Access Except Abort	The user may access the VRT II to place an account on test or clear an account from test; however, the user may not access the VRT II to abort alarm signals.
No VRT Access	The user may not access an account using the VRT II system.

You need not enter any value in the EXPIRE Field.

The RELATION, NOTE 1, NOTE 2, PHONE1, PHONE2, and CALL LISTS Fields are used with the "Call List" feature available with CS 5.50. Refer to your CS Instruction Manual for further information about these fields.

Note

If you want to allow a service technician to access the accounts for several installers (and you cannot use the Wildcard feature in the TELCO LN# field of Screen 42 to designate the range of installer accounts the service technician may access), you may link the technician to the installer's accounts using passcards.

Access the service technician's account on Screen 46.

Set up a passcard for each installer whose accounts the service technician may access using the following format: in the PASSCODE field, enter **INST** immediately followed by the installer's code. For example, if you wanted the technician to be able to access all accounts assigned to installer 100, you would enter **INST100** in the PASSCODE field.

Notes...

Using the VRT II - Technicians and Installers

What's in This Section for You

If you're a service technician or installer, this section shows you how to use the VRT II to perform the following tasks:

- Access the CS system using the VRT II.
- Place a subscriber's account on test.
- Review test results.
- Take a subscriber's account off test.
- List the zones at a subscriber's site.
- Change your status on a service ticket.
- Record a resolution to a service ticket.
- Leave or listen to voice mail about an account or a ticket.
- Leave voice mail for another user or listen to their own voice mail.

Accessing the CS System Using the VRT II

You can use the VRT II to access the CS system by following the steps outlined below:

1. Call the VRT II from any touch-tone phone.

2. When the VRT II answers you will hear the pre-recorded greeting and will be prompted to enter your user number.

   Enter your VRT II user account number followed by the pound sign (**#**).

3. Next, you will be prompted to enter your password.

   Enter your VRT II user account passcode number followed by **#**.

If the user number and password are valid, you will be informed if you have any voice mail; next you will hear the ***Main Menu*** options.

If the user number and password you entered are not valid, you will be prompted to enter them again.

Entering Alphabetic Characters

If your VRT II account number, password, or any subscriber account numbers contain alphabetic characters, you may enter the alphabetic characters as follows:

1. Press the star (*****) key.

2. Press the key marked with the appropriate letter.

3. Press either **1**, **2**, or **3**, depending on the position of the letter on the key.

For example, to enter the letter "A", you would enter ***21** on the touch-tone keypad because "A" is located on key 2 and it is the first letter on key 2. You must follow these steps for each letter. For example, to enter **LR3**, you would enter ***53*723** on the touch-tone keypad.

Note

Regardless of their location on the telephone, enter ***11** for the letter “Q” and ***12** for the letter “Z”.

If the letters appear on any other keys, ignore them for the purposes of designating other letters. For example, always use ***73** to enter “S” even if PQRS is shown on key 7. Since “Q” is addressed by entering ***11**, you would ignore it’s position on the keypad, thus making “S” position 3.

Entering Special Characters

If your VRT II account number, passcard, or any subscriber account numbers contain special characters, you may enter the special characters as follows:

***01**	hyphen or dash (**-**)
***02**	space
***03**	period or full stop (**.**)
***13**	forward slash (**/**)

When An Account May or May Not Be Accessed

If there is a particular subscriber account that you do not want the technician or installer to access using the VRT, you may enter **NOAC** in the STYPE field in Screen 42 for that account. If this entry is made for an account, then that account may not be accessed by anyone using the VRT.

Additionally, if a site is currently armed based on the schedule defined for schedule #1, then that account may not be accessed by anyone using the VRT.

Entering Account Numbers for Site Accounts and Subaccounts

If you enter a site account number, all subaccounts linked to the site account will be placed on test or cleared from test, whichever you choose.

If you enter a subaccount number followed by the star (*****) key, the selected subaccount and all related subaccounts will be placed on test or cleared from test, whichever you choose.

If you enter a subaccount number, only the selected subaccount will be placed on test or cleared from test, whichever you choose.

Shortcuts

After you've become accustomed to using the VRT II to move through the various menus and to enter information, you'll be able to "type ahead" or enter the appropriate series of keys without listening to all of a menu's options.

MAIN MENU Functions

From the *Main Menu,* you have the following five options:

1	Go to the *Account Menu*

From the *Account Menu,* you may place a subscriber's account on or off test, you may hear the results of your tests, you may list the zones at a subscriber's site, and you may listen to or leave voice mail about the subscriber's account.

2	Go to the *Ticket Menu*

From the *Ticket Menu,* you may change the status on a service ticket, you may record a resolution to a ticket, and you may listen to or leave voice mail about the ticket.

7	Go to the *User Mail Menu*

At the *User Mail Menu,* you may listen to voice mail that other users have sent to you or you may leave voice mail for another user.

0	Transfer to the operator
9	Hang up

ACCOUNT MENU Functions

When you initially access the *Account Menu*, you will be prompted to enter a subscriber's account number. Enter the subscriber's account number followed by the pound sign (#).

If the account number you entered is valid, the VRT II may respond with the subscriber's CS account number and / or telephone number so you can verify that you are accessing the correct account. The VRT II will also inform you of these special situations:

Alarm Status	If the account is in alarm status, you will be notified of the corresponding alarm priority.
Unrestored Zones	If the account is not on test, but has unrestored zones, you will hear a list of zone(s) that need to be restored.
On Test	If the account is on test, the VRT II will tell you the on test category and when the test is scheduled to end. You will not be informed if the account is not on test.
On Runaway	The VRT II will inform you if the account is on runaway.
Out of Service	If the account is out of service, the VRT II will tell you the out of service category.
Voice Mail	The VRT II will inform you if there is any voice mail for the account.

From the *Account Menu* you may choose one of the following options:

1	Go to the *On Test Menu*

From the *On-Test Menu,* you may place selected zones or all zones at the subscriber's site on test.

2	Go to the *Test Results Menu*

From the *Test Results Menu,* you may review test results for zones that are currently on test for a selected account.

3	Clear the test

This option allows you to take the zones for the selected account off test.

4	Go to the *Zone Menu*

From the *Zone Menu,* you may review a list of zones for the selected subscriber's site.

5	Review event history

This option allows you to listen to event history for a selected account.

6	Change to another account
7	Go to the *Account Mail Menu*

This option allows you to listen to voice mail for a selected account.

8	Return to the *Main Menu*
0	Transfer to the operator
9	Hang up

ON TEST MENU Functions

To begin, clear, or extend a test, follow these steps:

1. Log onto the VRT II.
2. At the *Main Menu*, press 1 to go to the *Account Menu.*
3. At the *Account Menu*, press 1 to go to the *On Test Menu.*
4. At the *On Test Menu*, you will be prompted to select from the following options:

1	To place the account on test.
2	To extend the current test.
8	To return to the *Account Menu*.

How to Place an Account on Test

To place an account on test, follow these steps:

1. Log onto the VRT II.
2. At the *Main Menu*, press 1 to go to the *Account Menu.*
3. At the *Account Menu*, press 1 to go to the *On Test Menu.*
4. At the *On Test Menu*, press 1 to place the selected account on test.
5. You will be prompted to select from the following options:

1	To place all zones on test.
2	To enter a list of zones to place on test.
3	To enter a list of zones to *not* place on test.
4	To place a group of zones on test.
5	To enter a group of zones to *not* place on test.
8	To return to the *On Test Menu.*

You will be asked if you want to place zones on test for both the primary and secondary transmitter, for the primary transmitter only, or for the secondary transmitter.

If you choose to place a list of zones on test or to select only zones that are not to be placed on test, follow the steps listed below:

1. Enter a zone number. If the zone is for a secondary transmitter, press the * key after entering the zone number.

2. Press the pound sign (#).

3. Continue to enter zones in this manner until you have entered the list of zones to be placed on test (or the exception list). When you are prompted to enter another zone, simply press #.

For an initial test, the VRT II then prompts you to enter an on-test category. The on-test category is a number between 1 and 20 and describes the type of testing being done or the reason for the test. Enter the appropriate on-test category and press #.

After you press #, the VRT II will inform you whether or not you were successful in placing the selected zones on test or in extending the test.

How to Extend a Test

1. Log onto the VRT II.

2. At the *Main Menu,* press 1 to go to the *Account Menu.*

3. At the *Account Menu,* press 1 to go to the *On Test Menu.*

4. At the *On Test Menu,* press 2 to extend the current test for the selected account.

5. The VRT will ask you to enter the number of hours that you want the account to remain on test. Enter the length of the test, in hours, and press #.

After you press #, the VRT II will inform you whether or not you were successful in placing in extending the test.

TEST RESULTS MENU Functions

You may review test results only for accounts that are currently on test. To review the test results for the selected account, follow these steps:

1. Log onto the VRT II.

2. At the *Main Menu*, press 1 to go to the *Account Menu*.

3. At the *Account Menu*, press 2 to go to the *Test Results Menu.*

4. At the *Test Results Menu*, you will be prompted to select from the following options:

1	To hear a list of zones tripped during the test. First you'll hear the list of zones, then you'll hear the list of zones that require a restoral. The list of zones you hear will not be given in any particular order and does not tell you the number of times the zone was tripped.
2	To hear a list of the signals received during the test. First you'll hear a list of the zones tripped in chronological order, then you'll hear the list of zones that require a restoral.
3	To hear a list of zones that were *not* tripped during the test. First you'll hear a list of zones that are required to be tested but were not tripped during the test.
4	To hear a list of zones that require a restoral. You'll hear the list of zones that require a restoral.
5	To clear all unrestored zones.
8	To return to the *Account Menu*.

Clearing a Test

To clear the selected account from test, follow these steps:

1. Log onto the VRT II.

2. At the *Main Menu*, press 1 to go to the *Account Menu*.

3. At the *Account Menu*, press 3 to go to the *Clear Test Menu.*

4. At the *Clear Test Menu*, you'll be asked to confirm that the account is to be taken off test. You may not be able to take an account off test if one or more zones require a restoral.

5. The VRT II will inform you whether or not you were successful in taking the account off test. If you were not successful in taking the account off test because of zones requiring restoral, you will hear a list of the zones that need restoral.

Note

You may be allowed to clear an account having unrestored zones (refer to "Changing System Options" for more information).

ZONE MENU Functions

To review the zones at the selected subscriber's site, follow these steps:

1. Log onto the VRT II.
2. At the *Main Menu,* press 1 to go to the *Account Menu.*
3. At the *Account Menu,* press 4 to go to the *Zone Menu.*
4. At the *Zone Menu* you will be prompted with the following options:

1	To hear a complete list of zones. If you choose the option to list all zones, a list of all zones set up for the subscriber's site will be read back.
2	To hear a list of zones that are currently on test. If you choose the option to list only the zones on test, you will hear a list of only the zones at the subscriber's site that have been placed on test.
8	To return to the *Account Menu.*

Listening to Event History

To review the event history for a subscriber's account, follow these steps:

1. Log onto the VRT II.
2. At the *Main Menu,* press 1 to go to the *Account Menu.*
3. At the *Account Menu,* press 5 to go to the *Review History Menu.*
4. At the *Review History Menu,* the first block of history will be read. Then, you will be prompted to select from the following options:

1	To restart at the beginning of the event history.
2	To repeat a block of event history.
3	To skip to the next block of event history.
*	To skip a single event.
8	To return to the *Account Menu.*

Changing Another Account

To change to another subscriber's account, follow these steps:

1. Log onto the VRT II.

2. At the *Main Menu,* press 1 to go to the *Account Menu.*

3. At the *Account Menu,* press 6 to choose the *Change Account* option.

4. You will be prompted to enter the new subscriber's account number. If the account number you enter is valid, you will hear the phone number, on test, runaway, out of service, and voice mail status for that account as described in "ACCOUNT MENU Functions."

TICKET MENU Functions

If you have not already accessed an account using the *Ticket Menu*, you will be prompted to enter an account number when you initially access the *Ticket Menu*.

Enter the subscriber's account number followed by the pound sign (#). The VRT II will give you current information for the subscriber's account as described in "ACCOUNT MENU Functions." If you have not already accessed a ticket using the *Ticket Menu*, you will be prompted to enter a ticket number. A ticket number may contain up to seven digits.

Enter the ticket number followed by #. If the ticket number you entered is valid for the selected subscriber's account, the VRT II will give you the following information:

- The status of the ticket. The status of a ticket may be one of the following:

  Outstanding: No service employees have been assigned to the ticket.

  Active: One or more service employees have been assigned to the ticket.

  Cleared: All of the service employees have been cleared from the ticket, but the ticket has not been closed.

  Closed: All service employees were cleared or recalled from the ticket and it has been closed.

  Canceled: All service employees were recalled from the ticket and it has been canceled. No billable labor was performed.

  Complete: The ticket has been closed and passed to Billing/Receivables for invoicing.

- Your status on the ticket. Your status on a ticket may be one of the following:

  Unassigned: You have not been assigned to the ticket.

  Assigned: You have been assigned to the ticket.

  En Route: You are on your way to the customer's site.

  On Site: You have arrived at the customer's site.

  Cleared: You have completed the job and are leaving the customer's site.

  Recalled: You did not complete the job and are leaving the customer's site. No billable labor was performed.

  Unclear: You have been assigned to the same ticket twice without having been cleared or recalled from one of the assignments.

- Whether there is any voice mail for the ticket.

From the *Ticket Menu* you may choose one of the following options:

1	Change your status on the ticket.
2	Log a resolution to the ticket.
6	Change to another ticket.
7	Go to the *Ticket Mail Menu.*
0	Transfer to the operator
9	Hang up

Changing Your Status on a Ticket

You will *not* be able to change your status on a ticket if the ticket's status is *closed, completed,* or *canceled.*

If your current status on the ticket is *unassigned, cleared,* or *recalled* you may only change your status to *assigned.* If your current status on the ticket is *unclear,* you may not change your status.

To change you status on a ticket, follow these steps:

1. Log onto the VRT II.

2. At the *Main Menu,* press 2 to go to the *Ticket Menu.*

3. At the *Ticket Menu,* select the appropriate account and ticket.

4. Press 1 to change your status on the selected ticket.

5. You will be asked to enter your new status. You may choose from the following:

1	Assigned	2	En Route
3	On site	4	Cleared
5	Recalled		

6. You will be prompted to enter the date of the status change. Enter the date, then press #.

Note

If the CS system uses the North American date format, the date is entered as MMDDYY.
Example: To enter June 14 in the North American date format, press 0614#.

If the CS system uses the European date format, the date is entered as DDMMYY.
Example: To enter June 14 in the European date format, press 1406#.

You do not need to enter the year.

To enter today's date, press *, then press #.

7. You will be prompted to enter the time of the status change. Enter the appropriate time, using the 24-hour clock, followed by #.

Note

Example: To enter 3:30 p.m., you would press 1530#. To enter the current time, press *, then press #.

If the status you selected is valid, the VRT II will inform you of your new status. If the status you entered is not valid or cannot be changed, the VRT II will inform you that it cannot change your status. In most cases, the VRT II will inform you of the reason your status cannot be changed.

If you are the last employee to be cleared from a ticket, you will be prompted to close the ticket.

If you are the last employee to be recalled from a ticket, you will be prompted to cancel the ticket.

Logging a Resolution to a Ticket

1. Log onto the VRT II.
2. At the *Main Menu*, press 2 to go to the *Ticket Menu.*
3. At the *Ticket Menu*, select the appropriate account and ticket.
4. Press 2 to log a resolution to the selected ticket.
5. You will be prompted to enter a resolution code. Enter the appropriate resolution code; then press #.

If the resolution code you entered is valid, the VRT II will inform you that the resolution code was successfully logged. If the resolution code you entered is not valid or cannot be logged, the VRT II will inform you that it cannot log that resolution code.

Changing Another Ticket

To change to another subscriber's account, follow these steps:

1. Log onto the VRT II.

2. At the *Main Menu*, press 2 to go to the *Ticket Menu.*

3. At the *Ticket Menu*, press 6 to choose the *Change Ticket* option.

4. If you select the option of changing to another ticket, you will be prompted to enter the subscriber's account number. If the account number you enter is valid, you will hear the subscriber's account information, then you'll be prompted to enter a ticket number. Enter the ticket number. You will hear the ticket's status, your status, and the mail status for that ticket as described in "TICKET MENU Functions."

Voice Mail

The VRT II allows you to hear or to leave voice mail about a particular account or ticket, to leave a message for another VRT II user, or to hear your messages.

Listening to Voice Mail Messages

When you access the option to hear voice mail messages, you will be informed of the number of messages there are for you or for the account or ticket you selected.

Next, the messages will be played in the order received. After each message, you will be offered the following options:

1	To repeat the message you just heard.
3	To delete the message you just heard.
4	To listen to the next message.
8	To return to the previous menu.

When you have listened to all of your messages, or all of the messages for the selected ticket or account, you will return to the previous menu.

Leaving Voice Mail Messages

When you access the option to record a voice mail message, you will be instructed in how to leave a message. If you are leaving voice mail for another user, you'll be prompted to enter his user number before you record a message.

Generally, the steps for leaving voice mail are as follows:

1. Press 1 to begin recording the message. You should begin speaking after the tone.

2. When you've finished recording the message, press the pound sign (#).

3. You may then do one of the following:

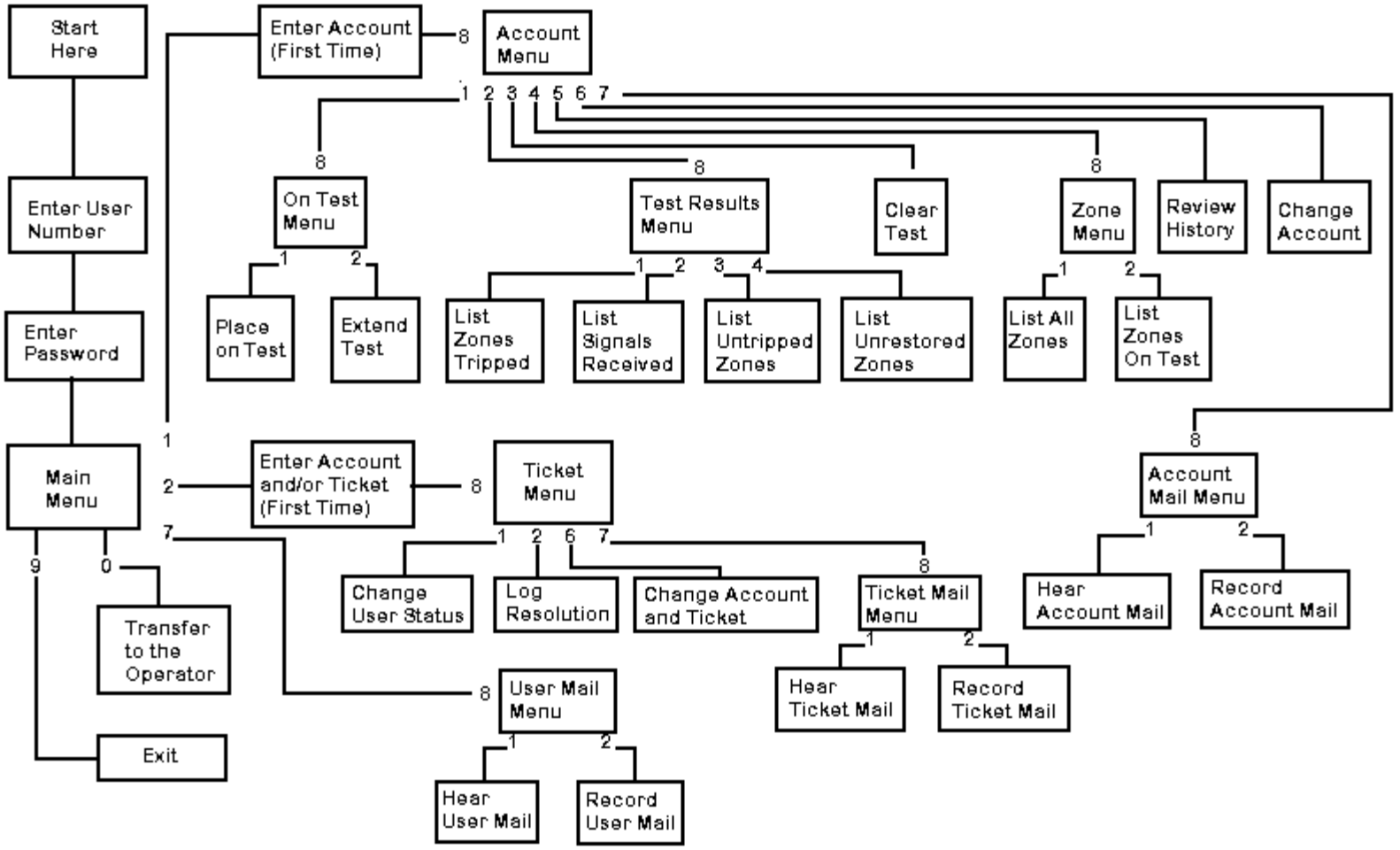
1	Review the message you just recorded.

After reviewing the message, you must approve, delete, or re-record your greeting, or review it again.

2	Re-record the message.
3	Delete the message you just recorded.
8	Approve the message and return to the previous menu.

Your message will be sent when you approve it.

VRT II Installer / Service Technician Scenario



Notes...

Using the VRT II - Subscribers

This section describes how your customers may access your CS system using the VRT II. The subscriber may use the VRT II to abort an alarm, place his account on test, or clear his account from test.

For a subscriber to be able to access his account using the VRT II, you must assign a passcard to the subscriber's account. Passcards are assigned to a subscriber's account on Screen 46, *Passcard Update*.

When the subscriber calls the VRT II, he will be prompted to enter his user number. The user number is the subscriber's CS account number. The VRT II will check for the TKEY value in the STYPE Field on Screen 42, *Account Update*, for subscriber's CS account. ***If TKEY is not entered in the STYPE Field, the VRT II will prompt the subscriber with the Subscriber Scenario.*** The subscriber will be prompted to enter his password. If the subscriber enters a valid password (from Screen 46), the VRT II will prompt the subscriber as described below.

Note: The subscriber scenario is available only with VRT II version 3.4 and greater.

Accessing the VRT II	
VRT Prompt	**Action Expected of Caller**
Hello, you've reached the Central Station. Enter your system number, then press pound.	The caller enters his system number and then presses the pound (#) key.
Enter your password, then press pound.	The caller enters his password and then presses the pound (#) key.
If the account number or password is invalid:	
That system number / password combination is invalid.	The caller may be prompted to re-enter his system number and password or he may be disconnected (as described below).
If the caller has tried unsuccessfully 3 times to access the VRT II:	
Thank you for using the VRT. Goodbye.	The caller is disconnected.

After you've successfully accessed your account, you may be presented with the following options:

- Abort an alarm.
- Place your account on test.
- Hear the results of the test in progress and clear the test if all zones were restored.

Aborting an Alarm

If your account is in alarm when you access the VRT and the alarm may be aborted, you will hear the following message:

The alarm has been aborted.

Then you will be presented with the following options:

- ***To transfer to an operator, press 0.***
- ***To exit, press 9.***

Press the key that corresponds to the option you wish to use.

If you press **0**, you will hear the following message: ***Please wait while I transfer you to an operator.*** The caller will be transferred to a CS operator.	If you press **9**, you will hear the following message: ***Thank you for using the VRT. Good-bye.*** The caller is disconnected.

Placing Your Account on Test

If your account is ***not*** on test when you access the VRT, you will hear the following options:

- ***To place your system on test, press 1.***
- ***To transfer to an operator, press 0.***
- ***To exit, press 9.***

Press the key that corresponds to the option you wish to use.

If you press **1**, you will hear the following message: ***Your system is on-test until <date, time>. Thank you for using the VRT. Good-bye.*** The account is placed on test; then, the caller is disconnected.	If you press **0**, you will hear the following message: ***Please wait while I transfer you to an operator.*** The caller will be transferred to a CS operator.	If you press **9**, you will hear the following message: ***Thank you for using the VRT. Good-bye.*** The caller is disconnected without placing the account on test.

Clearing Your Account From Test

If your account is on test when you access the VRT, you will hear the following message:

Your system is on test until <date, time>.

If any signals were received, you will also hear:

The following signals were received: <signal 1>, <signal 2>, ... <signal n>.

If all zones were restored, you will hear the following options:

- ***To take your system off test, press 1.***
- ***To transfer to an operator, press 0.***
- ***To exit, press 9.***

If you press **1**, you will hear the following message:

Your system is no longer on test. Thank you for using the VRT. Good-bye.

The test is cleared; then, the caller is disconnected.

If you press **9**, you will hear the following message:

Thank you for using the VRT. Good-bye.

The test is not cleared and the caller is disconnected.

If any zones are unrestored you will hear the following message:

The following zones are unrestored: <zone 1>, <zone 2>, ... <zone n>. Thank you for using the VRT. Good-bye.

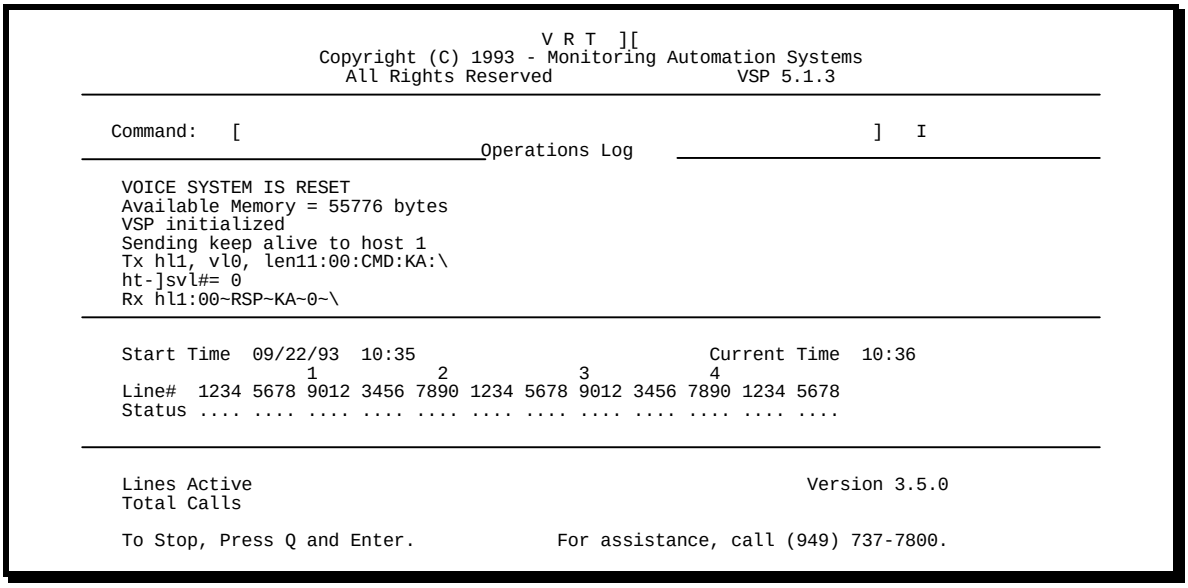
The caller is disconnected.

Notes...

Managing the VRT II System

Monitoring Communication between the VRT and the Host

To monitor communications between the VRT II PC and the host, press **I** then press ENTER. Each command transmitted will be displayed in the Operations Log portion of the screen preceded by the letters "Tx". Each response received will be shown preceded by "Rx".


V R T][
Copyright (C) 1993 - Monitoring Automation Systems
All Rights Reserved VSP 5.1.3
Command: [ ] I
Operations Log
VOICE SYSTEM IS RESET
Available Memory = 55776 bytes
VSP initialized
Sending keep alive to host 1
Tx hl1, vl0, len11:00:CMD:KA:\
ht-]svl#= 0
Rx hl1:00~RSP~KA~0~\
Start Time 09/22/93 10:35
Current Time 10:36
1 2 3 4
Line# 1234 5678 9012 3456 7890 1234 5678 9012 3456 7890 1234 5678
Status ....
Lines Active
Version 3.5.0
Total Calls
To Stop, Press Q and Enter.
For assistance, call (949) 737-7800.

Monitoring Communication between the VRT and Dialogic Voice Card

Press **V** then ENTER to monitor communication between the PC and the Dialogic voice card. All commands sent and responses received will be displayed in the Operations Log window.

Writing the Operations Log Window to a File

To dump the contents of the Operations Log window to a disk file called OPERATOR.LOG, Press **O** then ENTER. If you call MAS with a problem, the support person will likely have you reproduce the problem with the OPERATOR.LOG file open and the I and/or V modes active, then print and fax the file to assist in identifying the problem.

Resetting a Telephone Line

To reset, or manually hang up a phone line, press **R** followed by the line number, then press ENTER. For example, to reset line three, enter **R3**.

Shutting Down the VRT II PC

To shut down the VRT, press **Q** then ENTER. Once the VRT has been shut down, press ENTER and the following menu will be displayed:

```
1 Run Voice Response System
2 Run Voice System Log Reports
3 Clear Voice System Log Files
4 Record Vocabulary
5 Edit a File
6 Configure a CPC
7 Purge/Repair Message Files
8 Exit

Press a number from the above options.
DO NOT press Enter after your selection.
```

Press **1** to restart the VRT.

Press **4** to re-record the voice prompts. For more information on how this function is performed, refer to Appendix C, Re-Recording Voice Prompts.

Press **7** to purge and repair the voice mail message files. For more information on how this function is peformed, refer to the section on the following page titled, “Purging and Repairing Message Files.”

Press **8** to exit to DOS.

Options 2, 3, 5, and 6 are not currently used.

Purging and Repairing Message Files

If you select option 7 to purge and repair voice mail message files, you will be led through the following prompts:

ENTER THE CUTOFF DATE (AS YYMMDD), OR CONTROL-C TO EXIT

Specify the date that will determine which voice mail messages will be deleted. All messages dated before this date will deleted. For example, if you enter **980101**, all messages dated before January 1, 1998 will be deleted.

To exit the purge process, press CTRL+C and you will return to the menu.

REMOVE ALL ENTRIES DATED BEFORE YYMMDD?

Enter **Y** to continue with the purge process. The system will count the number of records that will need to be deleted. Enter **N** to abort the purge process and return to the menu.

ARE YOU SURE YOU WANT TO DELETE THESE RECORDS?

Enter **Y** to begin purging the selected voice mail messages. If the file has been corrupted, then it will be simultaneously repaired as the system is purging the records. Once the process is complete, you will return to the menu. Enter **N** to abort the purge process and return to the menu.

Note

If you want only to repair the files without deleting any records, then specify a cutoff date that wouldn't purge any messages and continue with the purge process by entering **Y** in the subsequent prompts. For example, enter **700101** as the cutoff date. Because it's unlikely that any messages exist before January 1, 1970, nothing will be purged and the system will only repair the message files.

Troubleshooting Communications

When the VRT is running, it will send a "keep alive" message to the Host every 30 seconds. If it does not receive a response to the keep alive it will indicate that the host is down and will speak an error message to any caller. Similarly, if the host computer does not receive the keep alive periodically it will indicate "Receiver not Responding" on Screen CS-031.

You can instruct the VRT to retry the keep alive by entering **U1**. If the VRT and Host are not communicating you should check that the cable is plugged into the correct COM port that you entered during installation, and that the other end is plugged into the correct Host port. If you find that you entered the wrong COM port during installation, shut down the VRT and exit to DOS. Modify the CONFIG.VSP file as described in "Modifying the CONFIG.VSP File.

Modifying the CONFIG.VSP File

The CONFIG.VSP file helps to control communication done by the VRT II PC. In order to be able to communicate properly, you may need to modify the CONFIG.VSP file.

To modify the CONFIG.VSP file, shut down the VRT (by pressing **Q**) and exit to DOS (by pressing **7**). The file is located on the VRT II PC in the FE_RUN directory. To modify the CONFIG.VSP file, type **EDIT CONFIG.VSP** and press **Enter**.

C:\FE_RUN\EDIT CONFIG.VSP.

Use the **Page Up, Page Down**, and arrow keys to move around the file.

Modifications you may wish to make are described in the following sections.

Changing Between COM1 and COM2

To communicate on COM1, the line PHOSTCOM=04,3F8 needs to be appended to the end of this file. For COM2, this line must be removed or converted to a remark statement by placing an asterisk at the beginning of the line.

* For Host Cable on COM1
* PHOSTCOM=04,3F8

* For Host Cable on COM2
* PHOSTCOM=04,3F8

Changing the "Wait Time" for Host Responses

PHOST=01-01,01-04,0,I,**30**,0,"E,9600,N,8,1",\013,,,\013

The **highlighted** value represents the number of seconds the PC will wait for host responses. You may wish to increase this time if the host CS system processes slowly.

Modifying Call Transfer Parameters

PTRANSFERDELAY=**20**,**00**

Whenever a call is transferred by your phone system, the phone system will place the call "on hold" (hook flash) before dialing an extension. The first **highlighted** value represents the length of time to pause between a hook flash and dialing, in tenths of seconds.

After the extension has been dialed, the phone system will "hang up" to release the call to the extension. The second **highlighted** value represents the amount of time to pause between dialing and hanging up, in tenths of seconds.

PTRANSFERTYPE=DIALSW **66**,0

The **highlighted** value in the line above represents the duration of the hook flash, in 66ths of a second (33=Half second).

Saving Modifications to the CONFIG.VSP File

To save modifications to the CONFIG.VSP file, hold down the **ALT** key and press **F**; then press **S**. To exit the editor and return to DOS, press ALT-**F** then **X**. To restart the VRT enter **START**. To start the VRT from scratch (after a reboot), enter **VRT**.

Notes...

A p p e n d i x A

VRT II 4-Line System Setup & Testing Guide

What You Will Need

For the assembly of the VRT II you will need:

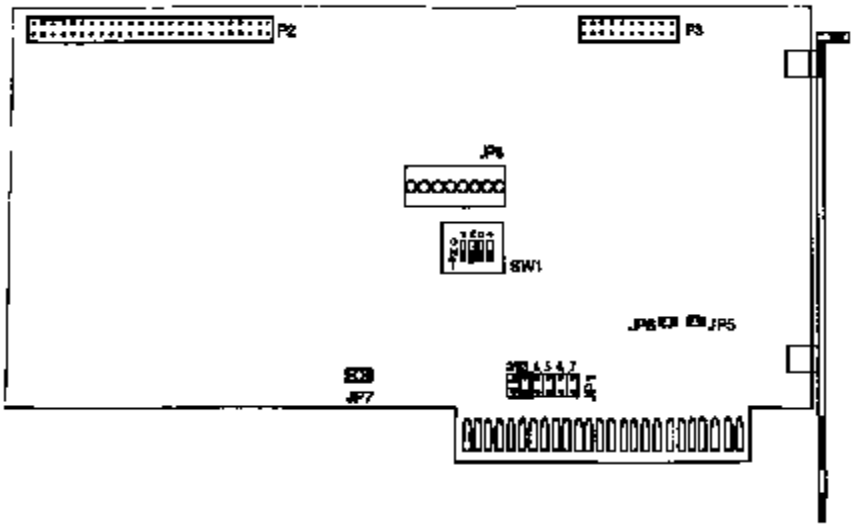
- (1) IBM PC with monitor and keyboard or compatible PC
- (1) 4-line Dialogic Voice card
- (1) Sentinel
- (1) Host system port to serial port cable (host cable)
- (1) Concentrator adapter cable (if necessary)
- DOS installation diskettes
- VRT II Program and Voice diskettes

Assembly

1. On the 4-line card, the IRQ Jumper Block JP1, Interrupt Terminator Block JP7 and DIP switch set SW1 must be set up as follows:

Switch		Configuration
JP1		Place a jumper on the fourth (4th) set of pins from the left of the block (IRQ5). Note that IRQ3 is the default and must be changed.
JP7		Jumper installed.
SW1	1 2 3 4	OFF OFF OFF OFF
For the location of these jumper blocks, see Figure A-1.		

Figure A-1



2. Next, open the machine and install the 4-line card in the top slot.

3. Close the machine. Attach the monitor cable and keyboard to the system. Next, attach the sentinel to the LPT1 port.

4. Insert the DOS installation diskette into the diskette drive. Turn on the power for the monitor and CPU. As the DOS installation procedures run, you need to set the following:

   a. Choose the desired drive to install DOS.

   b. Set the correct date and time.

   c. Choose the option "Do not run the DOS shell".

   d. Choose the option "Allocate all free hard disk space"

5. After the installation is complete the DOS prompt will be displayed. Install the VRT II software as described in "Setting up Your VRT II Software."

6. After the VRT II software has been installed, you may test the VRT on a host system. To prepare the system for testing, perform the following steps:

   a. Install one end of the host cable into the COMM port you selected and the other end into the host system.

   b. Plug the phone lines into the jack on the back of the 4-line board when you wish to dial into the VRT. (An adapter cable is required to convert the RJ-14 telephone jack into two RJ-11 telephone jacks.)

VRT II 8-Line System Setup & Testing Guide

What You Will Need

For the assembly of the VRT II you will need:

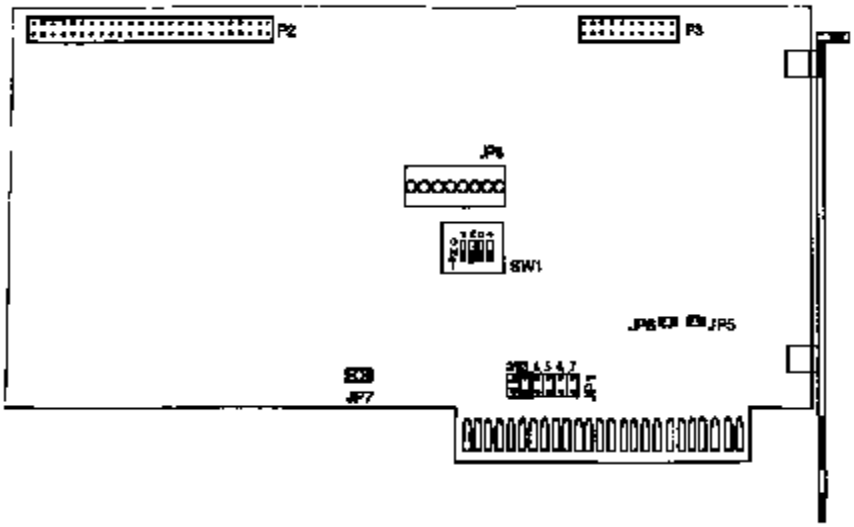
- (1) IBM PC with monitor and keyboard or compatible PC
- (2) 4 line Dialogic Voice card
- (1) Sentinel
- (1) Host system port to serial port cable (host cable)
- (1) Concentrator adapter cable (if necessary)
- DOS installation diskettes
- VRT II Program and Voice diskettes

Assembly

1. Each of the 4-line cards must be set up in a different manner. The IRQ Jumper Block JP1, Interrupt Terminator Block JP7 and DIP switch set SW1 need be configured on each card. The following table lists the proper settings:

Switch		Configuration Board 1	Configuration Board 2
JP1		Place a jumper on the fourth (4th) set of pins from the left of the block (IRQ5). Note that IRQ3 is the default and must be changed.	Place a jumper on the fourth (4th) set of pins from the left of the block (IRQ5). Note that IRQ3 is the default and must be changed.
JP7		Jumper installed.	Jumper removed.
SW1	1 2 3 4	OFF OFF OFF OFF	OFF OFF ON OFF
For the location of these jumper blocks, see Figure A-2.			

Figure A-2



2. Install the cards in two available slots.

3. Close the machine. Attach the monitor cable and keyboard to the system. Attach the sentinel to the LPT1 port.

4. Insert the DOS installation diskette into the diskette drive and power up the system. As the DOS installation procedures run, you need to set the following:

   a. Choose the desired drive to install DOS.

   b. Set the correct date and time.

   c. Choose the option "Do not run the DOS shell".

   d. Choose the option "Allocate all free hard disk space"

5. After the installation is complete the DOS prompt will be displayed. Install the VRT II software as described in "Setting up Your VRT II Software."

6. After the VRT II software has been installed, you may test the VRT on a host system. To prepare the system for testing, perform the following steps:

   a. Install one end of the host cable into the COMM port you selected and the other end into the host system.

   b. Plug phone lines into the jacks on the back of the 4-line boards when you wish to dial into the VRT. (An adapter cable is required to convert the RJ-14 telephone jack into two RJ-11 telephone jacks.)

VRT II 12-Line System Setup & Testing Guide

What You Will Need

For the assembly of the VRT II you will need:

- (1) IBM PC with monitor and keyboard or compatible PC
- (1) Loop start card (the card w/ the DB25 connector)
- (1) 12 line card and ribbon cable
- (1) Sentinel
- (1) Multiple RJ11 connector box (phone box)
- (1) Host system port to serial port cable (host cable)
- (1) Concentrator adapter cable (if necessary)
- DOS installation diskettes
- VRT II installation diskettes

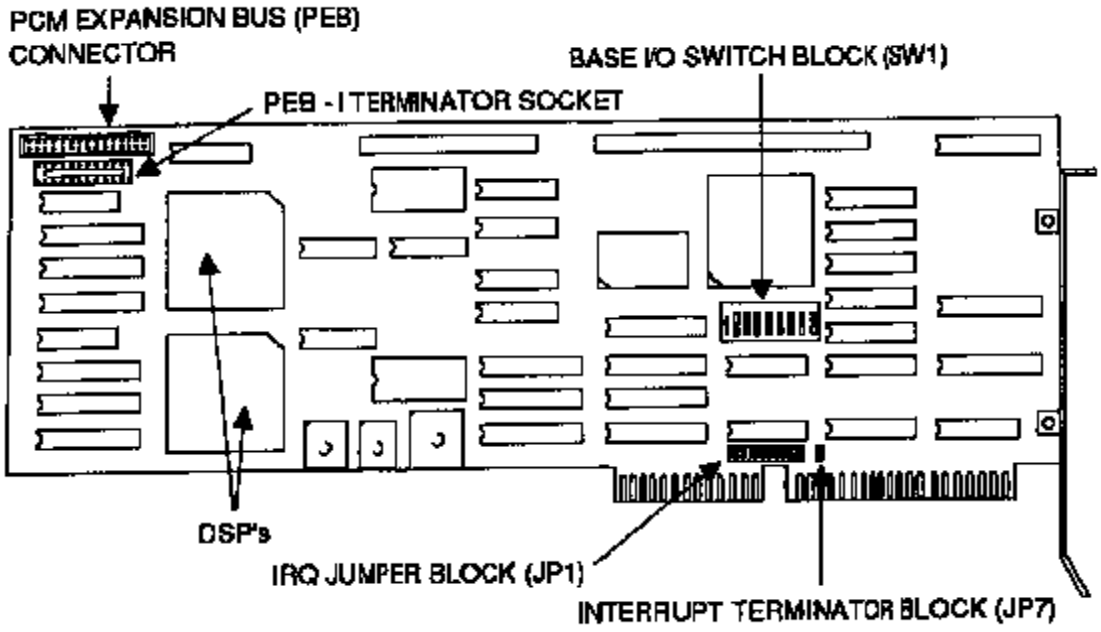
Assembly

1. Install the provided terminator chip in the PEB Terminator Socket on the 12 line card (the card without a DB25 connector on the back).

2. Take the 12 line card and set the IRQ jumper block JP1 and the Interrupt Terminator Block JP7 as follows:

Switch	Configuration
JP1	Place a jumper on the fourth (4th) set of pins from the left of the block (IRQ5). Note that IRQ3 is the default and must be changed.
JP7	Jumper installed
For the location of these jumper blocks, see Figure A-3.	

Figure A-3



3. Attach the ribbon cable provided to the 12 line card. Remove the case from the PC and install this card in the second slot.

4. Take the loop start card (the one with the DB25 connector on the back), install the provided terminator chip and install this card in the top slot. Attach the ribbon cable from the 12 line card to this card.

5. Close the machine. Attach the monitor cable and keyboard to the system. Attach the sentinel to the LPT1 port.

6. Insert the DOS installation diskette into the diskette drive and power up the system. As the DOS installation procedures run, you need to set the following:

    a. Choose the desired drive to install DOS.

    b. Set the correct date and time.

    c. Choose the option "Do not run the DOS shell".

    d. Choose the option "Allocate all free hard disk space"

7. After the installation is complete the DOS prompt will be displayed. Install the VRT II software as described in "Setting up Your VRT II Software."

8. After the VRT II software has been installed, you may test the VRT on a host system. To prepare the system for testing, perform the following steps:

    a. Install one end of the host cable into the COMM port you selected and the other end into the host system.

    b. Plug the phone box into the loop start card.

    c. Plug phone lines into the jacks on the phone box when you wish to dial into the VRT. (An adapter cable is required to convert the RJ-14 telephone jack into two RJ-11 telephone jacks.)

Notes...

Appendix B

Making Cables for the VRT II

This section describes the how to make cables to connect the VRT II PC with a host computer.

IBM RS/6000 Host	
VRT 25 Pin Female	**Concentrator 25 Pin Female**
3	2
2	3
7	7
	4-5 jumpered
	6-8-20 jumpered

IBM RS/6000 Host	
VRT 9 Pin Female	**Concentrator 25 Pin Female**
2	2
3	3
5	7
	4-5
	6-8-20

Data General AOS/VS Host	
VRT 25 Pin Female	**System 25 Pin Female**
3	2
2	3
7	7

Data General AOS/VS Host	
VRT 9 Pin Female	**System 25 Pin Female**
2	2
3	3
5	7

Data General AViiON Host	
VRT 25 Pin Female	**Concentrator 25 Pin Male**
2	3
3	2
7	7
	4-5 jumpered
	6-8-20 jumpered

Data General AViiON Host	
VRT 9 Pin Female	**Concentrator 25 Pin Male**
3	2
2	3
5	7
	4-5 jumpered
	6-8-20 jumpered

A p p e n d i x C

Re-recording Voice Prompts

To re-record voice prompts, shutdown the VRT by pressing **Q**; then press **4** at the menu.

The screen will clear and you will be prompted to call into any line or enter the line number. Call into the VRT as you normally would, and the following menu will be displayed:

```
                          Recording Menu

[P] Play Prompt                    [R] Record Prompt
[E] Edit Prompt                    [D] Delete Prompt
[A] Annotation Edit                [L] List Annotations
[W] Write to a File                [G] Get from a File
[S] Sampling Rate                  [I] Input Annotation

       [C] Compress (Regain x% of nnnnnnn bytes)

                   [Esc] End Session
```

List the Prompts

Press **L** to list all prompts. You can either have them displayed on the screen or written to a file. If you plan to re-record many prompts, we recommend sending them to a file and printing the file for easier reference.

The following table shows how each range of prompts is used.

1 - 107	Numbers, letters, dates, and times
108 - 300 325 - 350 371 - 400 500 - 599	Menus, questions, and messages.
301 - 324	Descriptions for out-of-service categories (1 - 24).
351 - 370	Descriptions for on-test categories (1 - 20).
401 - 499	Descriptions for the VRT types (1 - 99).
600	Recorded silence. This is used to insert pauses in VRT speech.

Listening to a Prompt

Press **P** to listen to a prompt. Enter the prompt number from the list and it will be played.

Recording a Prompt

Press **R** to record a prompt. Enter the prompt number to re-record, confirm that you want to overwrite the existing prompt by pressing **Y**, then press the **Space** key to begin recording.

Speak the text of the prompt, then press the **Space** key to end the recording. Press P and re-enter the prompt number to review the new prompt.

Editing a Prompt

The **E** command can be used to edit a prompt; this is commonly used to remove excess silence from before and after a prompt.

Exiting

When you are finished listening to and recording prompts, press **Esc**. You will either return to DOS or to the VRT menu, depending on where you came from.

Note

All voice prompts are stored in the file \FE_RUN\VSP.VAP. You will want to save a backup copy of this file somewhere so you can restore it if your system crashes or after installing a VRT update from MAS. You may, at this time, need to record your version of new prompts added by MAS. You should install the update, run VBASE and (L)ist all prompts to a file, print the file, and compare it to the previous version to identify new prompts. Then restore your prompt file (VSP.VAP), and record the new prompts.

Appendix D

VRT Types

1	Fire Alarm
2	Fire Trouble
3	Fire Industrial Supervision
4	Industrial Supervision
5	Perimeter Burglar Alarm
6	Interior Burglar Alarm
7	Test Timer
8	Low Battery
9	Power Failure
10	Hold Up
11	Duress
12	Panic
13	Miscellaneous
14	Vault
15	Emergency
16	Abort
17	Restore
18	Automatic Teller Machine
19	Tamper
20	Open
21	Close
22	Burglar alarm
23	Burglar Trouble
24	System Trouble
25	Communications
26	Medical
27	Panic
28	Duress
29	VRT Signal
30	Supervisory Trouble
31	Restoral
32	None
33	Passcode Signal
34	Operator Action
35	Customer Rep on Premises
36	On Test Action
37	Cause Equipment or Application
38	Cause Damage or Power
39	Cause Telco
40	False Fire Alarm
41	Cause Fire
42	Operator Command
43	UCS Signal
44	Undefined Zone
45	Guard on Premises
46	Service on Premises
47	Guard off Premises
48	Service off Premises
49	Service Action
50	Equipment
51	Bypass
52	Abort
53	Nightwatch Alarm
54	Nightwatch Signal
55	Irregular Open
56	Irregular Close
57	Late Open
58	Late Close
59	BA Response
60	Guard Dispatch
61	Customer Rep off Premises
62	Cause Unknown
63	Cause Customer Education
64	Cause Schedule
65	Cause Storm
66	Cause Attach
67	Ticket Issued
68	Line Security Alarm
69	Receiver Signal

Notes...